

## **SALES CONDITIONS**

### **1- Price:**

Loc'Hotel Alpen'Sports reserves the right to modify its online offers and prices at any time. Bookings will be billed at the rates in effect at the booking time was recorded. Prices are inclusive of all taxes and are in Euros. They are per person and per night unless otherwise stated. They do not include stay tax or any supplementary services.

### **2- Tourist tax:**

Tourist tax are not included in the rates. Tourist tax is currently charged at a rate of 1.50€ per adult (+16 years) and per night. It is set by the municipal council. We are responsible for collecting it from our guests on behalf of the council

### **3- Deposit and stay interruption:**

- **PARTIALY REFUNDABLE** A deposit of 50% of the total amount of your stay will be requested at the booking time in order to confirm the reservation. No reservation will be effective before this deposit is paid. The deposit will be deducted from the final total for the agreed period and number of guests, at the end of the stay. If you do a stay interruption or canceled the deposit is not refundable. The balance will be paid on departure.

- **NON-REFUNDABLE WARNING:** The establishment fee on total booking amount. 100% of the sum equivalent to the total amount will be requested by the property at time of booking..

**For reservations made more than 3 months before the arrival date:** 50% of the total amount of the stay will be charged by the hotel at any time after booking, the remaining 50% will be charged 3 months before arrival The date of arrival.

### **4- Booking modifications by the seller or by the client:**

Under exceptional circumstances, the accommodation provider may be obliged to modify all or a part of the rental contract. In such cases the accommodation provider will notify to the client the modification ,by email or telephone. The client may then: - Either cancel the contract and obtain a full refund of the sums paid - Or accept the modification proposed by the seller If the client wishes to modify the booking once it has been confirmed, we will do everything we can to meet the client's wishes. The accommodation provider must be notified of any modification by fax, email or before the scheduled arrival time

### **5- Cancellation conditions :**

- **PARTIALY REFUNDABLE:** In case of cancellation by the client, the following costs will be retained: The interruption canceled of the stay entails the non-repayment of the deposit. LATE CANCELLATION (8 days before arrival date) 80% of the stay will be charged on your credit card.

- **NON-REFUNDABLE WARNING:** in case of cancellation, modification or no-show, the establishment fee on total booking amount. 100% of the sum equivalent to the total amount will be requested by the property at time of booking..

**6- Cancellation insurance:** Upon request, we will send you a cancellation insurance form. Cancellation insurance is optional. If you wish to take this insurance, it will cost you 4.5% of the total amount of your stay. In the case of cancellation on of you, this insurance will guarantee the refund of the sums paid as deposit (cf contract)

**7- Specific request:** If you have a specific request as a particular floor, room number, view, please tell us at the booking time and we will do our best to satisfy your request

**8- Arrival and departure time:** The rooms are available from 3pm and the departure day they need to be vacated before 10am. In case of late arrival please let us know because the front desk is not open 24/24 hours. **Contact the hotel you will receive the night procedure.**

**9- Accomodation** The rooms provided for our guest meet French standards and are regularly inspected. All the rooms are equipped for holidays stays. All the room descriptions state the number of beds in each room. Under no circumstances can a room accommodate more people than the number indicated in the contract. If one of the room's facilities should break down, the accommodation provider undertakes to repair the equipment as quickly as possible, but no compensation can be requested or given.

At Loc 'hotel Alpen'Sports provides customers with a relaxation area with swimming pool, sauna, hammam, Jacuzzi. In case of one break down, we will fix it as quickly we can but no compensation can be requested or given. The guest need to be sure that is physical health let's them to use all the facilities and have look on the warning and manual of using. Children are under the parents responsibilities.

Loc'Hotel Alpen'Sports decline any responsibilities in case of damages, losing, injuries and can prohibit the entrance of the facilities to any persons who are not respecting the rules. **No smoking hotel.**

its: Any problem encountered during your stay should immediately be brought to the attention of the receptionist so it can be resolved as quickly as possible